Unwanted phone calls

†1907. SHRIMATI SUSHMA SWARAJ Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware of the fact that mobile phone subscribers are facing a lot of problems due to the unwanted phone calls;

(b) whether the Supreme Court has also issued any guidelines to provide relief to the subscibers in this regard; and

(c) if so, the action being taken by Government to ensure the observance of the said guidelines?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c): The information is being collected and will be laid on the Table of the House.

Safeguarding customers' phone numbers

1908. SHRI GIREESH KUMAR SANGHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether any concrete steps have been taken in safeguarding the customers' phone numbers;

(b) whether any guidelines have been issued in this regard;

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (d): Any customer can direct the Service Provider not to print his telephone number in the Directory. However, there is no bar in ascertaining telephone number from the Directory Inquiry Service of the Service Provider. Further,

†Original notice of the question was received in Hindi.